



November 2001

Disaster Strikes



After the September 11 2001, terrorist attacks, all levels of governmental bodies must reassert themselves and take necessary steps to ensure the continuity of government services.

- The World Trade Center bombing left the mission-critical systems of Fortune 500 companies isolated and inaccessible. One bank in the building lost revenues estimated at \$20 million per day, or \$13,889 per minute.
- Gartner estimates that two out of five enterprises that experience a disaster such as the World Trade Center attack—go out of business within five years.
- For Merrill Lynch and Co. Inc. preparedness and proper testing of contingency plans kept their company doing 'business as usual' following the terrorist attacks of September 11.

GOT **DISASTER RECOVERY** CONTROLS?

Disaster Recovery and Planning

A new County disaster recovery policy is being routed for final sign-off and approval. County business operations and processes depend on a variety of resources to meet our customer's needs. The introduction of technology has afforded government with tremendous new powers to manage and distribute information. However, these powers have not come without attendant dangers, problems, and limitations. Since the advent of E-Government, information systems now play an even more crucial role in the delivery of services and products to our customers.

As "trustee" of electronic assets, Maricopa County government is responsible for operating, maintaining, and preserving technology resources to insure that they meet all business availability requirements. To overcome unforeseen interruptions to information systems, departments should develop formal recovery plans and

agencies are able to continue IT-dependent business operations during and after a serious interruption or disaster.

The new policy will require that each elected official and appointed department director shall establish Disaster Recovery Plan(s) and practices sufficient to ensure that: 1) information resources are protected, backed-up, and recoverable; and 2) the integrity, availability, and reliability of all electronic assets are not compromised or affected.

The Office of the CIO (OCIO) has negotiated an enterprise level contract for a Disaster Recovery (DR) template to be used as a standard document and content format for the development of the DR plans within the County. Once the DR policy has been approved by the Board of Supervisors, OCIO will introduce the template at rollout meetings.



Rich Dymalski
IT Consultant

Did You Know?

Even a small amount of downtime can severely impact profitability and services. According to Contingency Planning Association Research, the average hourly cost of downtime ranges from \$28,000 in the shipping and transportation industry to \$6.4 million in brokerage houses. International Data Corporation states that the average cost of downtime is \$84,000 per hour.



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